

IOWA COMMUNICATIONS NETWORK PERFORMANCE PLAN
FY 2012

Name of Agency: Iowa Communications Network			
Agency Mission: Through Iowa's broadband infrastructure and partnerships, broker access for Iowans to acquire the highest quality education, medical, judicial and governmental telecommunications services.			
Core Function	Outcome Measure(s)	Outcome Target(s)	Link to Strategic Plan Goal(s)
CF: Public Broadcast and Telecommunication Services.			Goal: Operate the network in an efficient and responsible manner proving the most economical service.
			Goal: Ensure customer network capacity needs are met while achieving optimal utilization of all network facilities.
Desired Outcome: To provide management of advanced telecommunications services meeting or exceeding authorized user's expectations in partnership with the private industry.	Percent of customers surveyed that rate the ICN as meeting or exceeding expectations. Service Desk Experience (336-55-006) Project Management Experience (336-55-007) Service Installation Experience (336-55-008) Billing Experience (336-55-009) Satisfactory customer understanding of ICN Voice, Video and Data Services (New Number)	80% of the respondents rate each category as meeting or exceeding expectations.	Goal: Enable customers, stakeholders, partners and end users to have a full understanding of the purpose of the ICN and capabilities of Broadband available through ICN in partnership with private sector entities. Goal: Ensure Iowans have access to essential broadband services through partnerships and sharing of resources with private sector entities.

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
Budget Org #0645-336 DATA, VIDO & VOIC Order performance (336_55101)	Percent of customer orders completed on or before the due date. (new number) Percent of invoices delivered by the fifth business day of each month. (336_55100_001) Percent of error free invoices delivered each month. (new number) ICN's monthly quick ratio – The ability of the agency to use its near cash or quick assets to extinguish or retire its current liabilities immediately. (new number)	95% 95% 85% 1.5	Enable efficient service delivery to customers through establishing and maintaining an effective business process.
Budget Org #0645-336DATA,VIDO & VOIC Network management activity (336_55102)	Percent of error free designed circuits. (new number) Percent of service provider accountable internal and external customer incidents and /or implementations orders being complete on or before target dates. (new number)	90% 90%	Maintain effective and efficient network operating systems
Budget Org #0645-336 DATA, VIDE & VOIC Public/Private Collaboration (336_55103)	Percent of ICN voice and data total revenues spent for services purchased from private telecommunications entities	40%	Demonstrate a growing collaboration with the private sector to benefit Iowans.